

OBSERVATION REPORT #15

Multiple KPMG Consulting Customer Service Record (CSR) pre-order requests received system time out messages in circumstances where they should not have.

Issue

During Volume testing, KPMG Consulting submitted multiple parsed CSR pre-order requests. Most of these pre-order requests received valid responses; however, a significant number of pre-order requests received unexpected “request timed out” errors. Verizon’s OSS should have processed these requests without this occurring. The pre-order requests that timed out were sent by KPMG Consulting between 3:00PM and 7:00PM on September 28, 2000. (See related Exception Report #2)

Upon submitting CSRs, CLECs expect to receive valid corresponding responses (CSAs). If a pre-order request does not receive a valid response within sixty seconds¹, the pre-order request times out and Verizon (VZN) transmits a “request timed out” error message. KPMG Consulting received “request timed out” error messages for multiple properly formatted parsed CSR requests during volume testing. KPMG Consulting has not yet experienced “request timed out” errors during production testing.

The following is a table of sample pre-order requests that timed out:

Order Number	Date Pre-Order Sent
105A313N1F001138	September 28, 2000
105D613N1F001176	September 28, 2000
105J613N1F001151	September 28, 2000
105P613N1F001164	September 28, 2000

Assessment

Invalid pre-order responses, such as time outs, may inhibit a CLEC’s ability to process service orders, which may result in a delay for end users.

¹ *New Jersey Carrier-to-Carrier Guidelines: Performance Standards and Reports*, May 2000.